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TO: COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313

ART UNIT: 2666

EXAMINER : Shick C. Hom

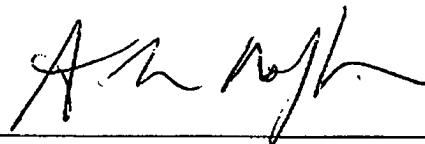
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SERIAL NO.: 09/579,370

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BUFFALO 201

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Friedman et al.
Serial No: : 09/579,370
Filed : May 26, 2000
For : VOICE OVER INTERNET CALL CENTER INTEGRATION
Examiner : Shick C. Hom
Art Unit : 2666
Customer No. : 10037

November 24, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT UNDER 37 C.F.R. § 1.111

In response to the Office Action dated August 24, 2004, the time for response to which expires November 24, 2004, please amend the application as follows: